

## **Department of Human Services A & H Clerk's Office Legal Assistant**

**SUMMARY:** The Clerk's Office is a neutral entity within the Division of Appeals & Hearings that performs many of the administrative functions associated with the appeals process. Examples include petitions or information one may ask to be entered into evidence in an upcoming hearing. The information will be attached to the appeal in ARTS and the appropriate person will be notified to take action.

### **PRINCIPAL DUTIES AND RESPONSIBILITIES:**

- Timely printing and completion of documents such as Notices of Hearing, Orders of Continuance, Agreed Orders of Withdrawal and Petition responses.
- Professional and effective customer service within the unit, Division, Department and customers served by the State of Tennessee.
- Timely and satisfactory completion of special projects such as archiving files, scanning documents in ARTS, preparing official records for Chancery Court cases
- Scheduling and docketing of all administrative appeals.
- Processing documents that need to be translated or arranging for translation services at a hearing when appropriate.
- Researching case information where applicable and appropriate.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Strong Microsoft Office skills, including Word, Outlook, and Excel;

High level of organizational skills and time management;

Verbal communication and presentation skills;

Ability to remain neutral when interacting with clients and A & H staff

Possess and maintain a working knowledge of all facets of the Division and a working knowledge of all programs administered by the Department of Human Services;

**EDUCATION/EXPERIENCE:** Education equivalent to graduation from a standard high school and two years of full-time experience in researching legal issues and documenting findings to assist in building case files, settling legal disputes, and/or providing legal counsel to clients.

**COMPENSATION INFORMATION:** Commensurate with Qualifications

**How to Apply:** Cover letter, resume and recent writing sample can be emailed to

[Shelley.Temple@tn.gov](mailto:Shelley.Temple@tn.gov).